

To Our Valued Patients

Welcome to our practice! At Tanasbourne Dental Care, our philosophy is to inform before we perform. In order to best serve our patients and guarantee a relationship of mutual respect, we want to communicate our guidelines to you. First of all, thank you for taking a moment to read the following information carefully. If you should have questions regarding any of our standard guidelines, please ask our team members today. An informed patient is a happy patient.

Scheduling: When you make an appointment, we reserve the time and treatment room exclusively for you. Dr. Jenkins and his team prepare for your scheduled appointment by completing over 20 clinical and administrative tasks in order to provide the highest quality service while you are in our care. Since Dr. Jenkins and his hygienists are seeing patients by appointment only, certain procedures are performed at designated times of the day in order to achieve the best clinical results.

We understand that each patient takes pride in being responsible for his/her scheduled appointment. To assist our patients with their busy lives and schedules, a courtesy confirmation call is given 2 days prior to each scheduled appointment.

When an appointment is missed without giving us proper notice, it is customary to charge a fee of **(\$50 for a missed hygiene appointment and \$100 for a missed doctor appointment)** due upon short notice cancellation, rescheduling (**less than 48 hours**) or not arriving for your appointment. It is the doctors' and hygienist's time, not the money, which we care most about. We realize that emergencies do happen and we care enough to help. If the reason for short notice cancellation or rescheduling is something serious enough to prevent you from going to work or school, please talk to us about waiving all or part of the fee. We reserve the right to reschedule an appointment in case of an unreasonably late arrival in order to give our patients the quality time and treatment they deserve.

Insurance Billing: As a courtesy to our family of patients who have dental benefits, our office is happy to bill your benefit plan for payment of services rendered. Our administrative staff is well informed of the many different plan provisions available and will assist you with any questions you may have. *Our patients understand that they are ultimately responsible for all services rendered and charged to their account, regardless of their benefit plan coverage.* Dr. Jenkins and his hygienists are giving treatment to the patient, not the insurance company.

All benefits quoted to our patients upon treatment presentation with our Financial Coordinator are an **ESTIMATE ONLY** and are based on the information we receive from your benefit plan. The benefit plans will **NEVER GUARANTEE** benefits until services are rendered and the claim is processed.

If your benefit plan fails to make payment in a reasonable amount of time (within 30 days), the patient is responsible to take care of the outstanding balance at that time. We encourage our patients to be well informed about their benefits by talking to their employers and benefit plan carriers at the courtesy 800 numbers on their Benefit cards or booklets.

Financial Options: *We expect payment in full at the time of service and accept cash, check, Visa, MasterCard or Discover.* We will not extend credit for services *unless* arrangements have been discussed during your treatment presentation. We have various options available to assist you so that you can fit your dental needs and wants comfortably into your budget. Please inquire about these options with our Financial Coordinator by requesting our **Payment Options and Guidelines**, should this be necessary.

In signing below, I accept and understand the above stated guidelines for my family and myself.

Signature of Responsible Party

_____/_____/_____
Date